IT Support Analyst

About us:
Syscomm are a Managed IT Services Provider delivering advanced Server, Network, Cloud and Voice solutions from their network of Data Centres, with IT support and Systems Administration delivered by their IT Support Analyst Team in Coventry.

It's a fantastic opportunity to develop your technical system support and project skills in a variety of IT environments. We are seeking talented technicians with a passion for IT to join our expanding team of IT System Support Analysts.

The role:
Syscomm offer our Customers the best in proactive and reactive network, server and desktop IT support for their Networks and IT Systems. Our IT Support Team deliver:

- 1/2nd line Technical Support Desk for issues raised through our Helpdesk or on the phone
- Configuration, Installation and Support for Desktops, Servers and Networks
- Installation and Support for of Cloud and Internet Services
- Pro-active Support for Networks, Desktops and Servers
- Customer and Internal Documentation in accordance with ITIL Standards
- Onsite visits to Customer sites to provide Technical Support and Server Administration.

To maintain IT Services in our non-stop world, the role will involve occasional out of hours working as a part of a team rota.

About you:
You're the technical guru your friends and colleagues seek when they need IT support! You 'get' technology and you make complex IT systems easy for the people around you.

You possess excellent communication, analytical and organisational skills, with appropriate academic qualifications and can combine your skills to offer the Gold Standard of friendly IT Support.

Our successful System Support Analyst will be enthusiastic and motivated, striving to help the team to maintain excellent IT Support across the broad range of Syscomm services that run our Customer's networks.

Knowledge and IT Engineer Skills required:
- Excellent knowledge of Microsoft Windows 7/8/10 and Office 365
- Hands on experience with Server 2012 and 2016 Operating Systems and Services
- A good understanding of Networks, Routers, Firewalls and Wireless
- A good understanding of VMware, Cloud and Internet Technologies
- Excellent written and verbal communication skills
- A strong academic record
- Full UK driving license and your own car

What you will get in return:

The company offers an exciting role with opportunities to gain experience across a wide range of technologies to develop your career in an open-door culture where employees are encouraged to grow and develop within the company. We host regular social occasions, home broadband is offered free of charge, with other benefits including a company pension and free onsite parking.

You must be eligible to work in the UK.

If you know IT and can keep smiling while fixing it – apply today, we look forward to meeting you!

Strictly NO agencies please.

Keywords: IT Support, Support Analyst, IT Analyst, IT Engineer, Helpdesk, 1ST Line Support, 2nd Line Support, Desktop Support, Server Administration, Networking, Wireless, Hardware, Software, Support Engineer, Network Technician, Systems Administrator, MCSA, CCNA, MCP

Screening Questions
Do you have a valid driving license?
Do you have a car that could be made available for business use?
Are you within a commutable distance of our offices?
Are there any reasons why you would not have the right to work in the UK?
Are you available to start within 1 month of being offered a position?
Do you have at least 1 year of experience in an IT Support role?